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## Appendix

### Survey Questions

#### Risk Event 1 - The increasing price of electricity

(A) Do you predict that increased electricity prices will have an impact on your operations in 2023/24? Yes/No

(A) If you answered yes to the above please tell us which three specific Risks you predict will have the most impact on your operations as a result of this risk event?

#### Risk Event 2 - The price of electricity reduces

(B) Do you predict that the impact of electricity prices reducing will have an impact on your operations in 2023/24? Yes/No

(B) If you answered 'Yes' to the previous question, which three specific Risks do you predict will have the most impact on your operations?

#### Risk Event 3 - Metering Systems shortage

(C) Meter shortage ends: Do you predict that the Metering System shortage will have an impact on your operations in 2023/24 if it ends? Yes/No

(C) If you answered 'Yes' to the previous question, which three specific Risks do you predict will have the most impact on your operations?

(D) Meter shortage continues: Do you predict that the Metering System shortage will have an impact on your operations in 2023/24 if it continues? Yes/No

(D) If you answered 'Yes' to the previous question, which three specific Risks do you predict will have the most impact on your operations?

#### Risk Event 4 - Market performance decline

(E) Has your performance recovered to your pre-pandemic performance? Yes/No

(E) Please tell us which three specific Risks you believe should be focused on to improve performance during 2023/24?

#### Risk Event 5 – Market-wide Half Hourly Settlement

(F) Do you think the implementation of Market-wide Half Hourly Settlement will impact your operations in 2023/24? And if so, how?

#### Risk Event 6 – CVA market errors

(G) Do you predict that the identification and resolution of potential CVA market errors will impact your operations in 2023/24? And if so, how?

#### Most impactful Risk Event

(H) Of the events listed in the RER, which events do you predict will have the highest impact on your operations in 2023/24?

- The increasing price of electricity

- The Metering Systems shortage
- Market performance decline
- Market-wide Half Hourly Settlement
- CVA market errors
- None of these events

#### General Questions

(I) Are there any events that you predict will have an impact on your operations in 2023/24 that we have not considered?

(J) Are there any Settlement Risks which you believe should be added, amended or removed from the Risk Register?

#### SVA Responses

Role	A	A1	A2	A3	B	B1	B2	B3	C	C1	C2	C3	D	D1	D2	D3	E	E1	E2	E3
NHHS 1	Yes				Yes	R014	R015	R005	No				Yes	R005	R008	None	Yes	R007	R005	R010
NHHS 2	No				No				No				No							
NHHS 3	Yes	R018	None	None	No	None	None	None	No				No				Yes	R010	R005	R017
NHHS 4	Yes	R018	R016	None	Yes	R001	R007	R014	Yes	R004	R003	R002	Yes	R005	R003	R007	No	R005	R002	R017
HHS 1	Yes	R016	R018		No				Yes	R003	R016	R001	Yes	R005	R003	R008	Yes	R005	R007	R009
HHS 2	Yes	None			Yes	R0014	R015	R005	No				Yes	R005	R008		No	R007	R005	
HHS 3	Yes	None			No				Yes	R003			Yes	R005	R007	R008	No	R007	R017	
HHDC	Yes	R018	R016	R025	No				No				Yes	R007	R008	R005	N/a			
LDSO	No				No				No				No				Yes			
IP	Yes	R018	R016	R025	Yes	R014	R010	R007	Yes	R003	R001	R014	Yes	R005	R007	R008	N/a	R001	R005	R007

Role	(F) Highest impact	(F) Second highest impact	(F) Third highest impact
NHHS 1	Market performance decline	The increasing price of electricity	Metering System shortage
NHHS 2			
NHHS 3	The increasing price of electricity	Market-wide Half Hourly Settlement	None of the above

NHHS 4	The increasing price of electricity	Metering System shortage	Market-wide Half Hourly Settlement
HHS 1	Metering System shortage	Market performance decline	The increasing price of electricity
HHS 2	Market performance decline	The increasing price of electricity	Metering System shortage
HHS 3	The increasing price of electricity	Market-wide Half Hourly Settlement	Metering System shortage
HHDC	Metering System shortage	Market-wide Half Hourly Settlement	Market performance decline
LDSO	None of the above	None of the above	None of the above
IP	The increasing price of electricity	Market performance decline	Metering System shortage

## SVA Comments

All Risk Events in the consultation had an open-ended response question asking if respondents had any further comments. Below are the comments we received:

The increasing price of electricity (A)

- 1) NHHS 1 - Increase in cost, leading to increase in customer bills will only damage relationship between Supplier and customer, potentially leading to a breakdown of regular readings/access.
- 2) HHS 2 - Increase in costs leading to increase in Customer Bills only worsen relationship between Supplier and Customer and make access to Meter more difficult.
- 3) HHS 3 - The increased Risk of other parties going SOLR

The price of electricity reduces (B)

- 1) NHHS 3 - Whilst we recognise that we have not had the opportunity to live test our processes post FS in a large switching event, we believe the measures that we have put in place will be sufficient to manage demand. One risk that I cannot see noted that I think would be of concern is where customers switch multiple times in short periods of time, at which point this may prove problematic in data transfer and appointment of agents etc. Whilst these are likely to be very low in volume, there is a risk that some customers may use regular switches as a means of avoiding payment for energy.
- 2) HHS 1 - The risks you've highlighted focus largely on NHH issues, we believe that as a HH supplier there will be a minimal risk.

Market Performance Decline (E)

- 1) IP - I am answering this as a PAB member rather than with regards to my own organisation's performance measures, trends and evolution.

Market-wide Half Hourly Settlement (F)

- 1) NHHS 1 - Yes, understanding the new processes would cause impacts on existing operations & resolving issues
- 2) NHHS 3 - Yes. With many other significant changes taking place due to the instability within the market (EBSS, EPG, SoLR etc), suppliers have had to assign resource to ensure that all customer needs are met in the implementation of these changes. This has meant that resource that may have been dedicated to MHHS and preparations for it has depleted periodically.
- 3) NHHS 4 - Yes, pending replan for confirmation of new dates and MMHS will be a strain on resource in an ever growing change landscape.

- 4) HHS 1 - We are aiming to be an early adopter and will look to have as many HH meters installed as possible but we don't see it having a significant impact on 2023/24 operations.
- 5) HHS 2 - At a minimum, time spent on new Industry processes means less time spent fixing existing issues.
- 6) HHS 3 - As a HH Supplier if we choose to become an early adopter we will see increases in the use of COMC process
- 7) HHDC - More development and operational time will need to be devoted to delivering the MHHS system and internal system changes in order to meet the SIT timescales.
- 8) LDSO - Yes, resources required to support the programme and ensure compliance with programme plan.
- 9) IP - I think that it will be a year of transition with many challenges and the important thing will be to measure performance at a local metered level and also on a wider aggregated basis before and after and be very clear where performance has degraded post transition and that micro-individual and macro-aggregated underlying root causes are identified, scaled, understood and resolved. The transition will be quite challenging on many fronts.

#### CVA Market Errors (G)

NHHS 3 – Yes. Increased auditing of sites should reduce risk of data errors and so reduce risk of unexpected system costs.

NHHS 4 – Yes, due to size of errors.

HHS 1 - No

HHDC – Depends on the errors.

LDSO - It will depend on whether any errors identified in our GSP groups.

#### General (I)

- 1) NHHS 1 – UK Government instability/possibility of a Labour government could cause significant changes to the energy industry
- 2) NHHS 4 – Escalations with the war in Ukraine to lead to further impacts arising.
- 3) HHS 2 - Any change in the political landscape could directly impact Supplier and/or Customer actions.
- 4) LDSO – Not in a position to comment.
- 5) IP - I think all the key risk factors at a macro level have been covered, its how they each evolve and contribute to any issues that will be difficult to predict and the actions required and resources (not just people) and investments that will be needed to resolve issues which impact performance particularly with wider economic impacts from price cap impacts, upward pressures on inflation, interest rates, customer behaviours and impacts on financial performance. A challenging period ahead for everyone in the market I think.